



NYK LINE

NYK Line (Australia) Pty Ltd ABN 85 009 721 751 www.nykline.com.au

10TH November, 2010

CUSTOMER NOTICE

DP WORLD PORT BOTANY CONGESTION

Dear Valued Customer,

As most customers will be aware receivals and deliveries through DPW Terminal at Port Botany, Sydney has deteriorated significantly this week as a result of internal system changes.

We have been in contact with the stevedores concerned to register our complaints, and those on your behalf, but have been unable to secure any clear indication of when these problems will be rectified and their service will return to normal.

We apologies for any difficulties you may be experiencing and can only suggest that you should register your views with them directly. We will continue to seek an adequate solution though our channels.

If you require further assistance, please do not hesitate to contact our **Customer Service Department on:**

1300 883 001

Yours sincerely
NYK Line